

Layne Tisdell Martin

London . layne.tisdell.martin@gmail.com . +44 (0) 73 9955 7978 . +1 209 222 8268

Career Summary

Expertise in remote, globally distributed people operations, organisational design, and talent planning for STEM, legal, and financial services. Seven years of leading HR and performance management for high-growth SaaS companies. Twice built a successful people operations function from the ground up.

Experience

GLOBAL HEAD OF PEOPLE AND PRODUCT OPERATIONS — INDEX SOLUTIONS

Location independent, August 2022-Present

- *Strategy/Operations*: Leading the charge to streamline people & product ops for a global team of 50+ working across 11 countries to power a premium data cleaning service
- *Workforce Planning*: Built a metrics-based capacity management system that scales and shrinks as needed to accommodate a highly elastic workload
- *Workforce Planning & Product Ops*: Worked with engineering to automate half of the team's data cleaning tasks using AI and reorganised two departments as a result, leading to a 40% reduction in staffing costs

DIRECTOR OF PEOPLE OPERATIONS — INDEX SOLUTIONS

Location independent, February 2020-Present

- *Organisational Design*: Built the people operations function from scratch, including talent planning, learning & development, performance management, compensation, and culture & engagement programmes
- *Workforce Planning*: Grew the globally distributed team 13x from four part-time individual contributors to five teams of 10-11 working over 1500 hours per week
- *Performance Optimisation*: Led performance management initiatives that increased gross margin from -20 to +35%, including a feedback reporting and performance metrics system that increased the organisation's average monthly quality score from 85% to 92%
- *Compensation*: Created and launched a bonus structure that doubled the team's output the month it was introduced

HR BUSINESS PARTNER, DISTRIBUTED TEAM — SOURCERESS

Location independent, January 2016-October 2019

- *Talent Acquisition*: Scaled the distributed team to match a 10x growth in revenue during Y Combinator's start-up accelerator program (YC S17)
- *Performance Optimisation*: Developed and led performance improvement programmes that resulted in turning unit economics positive and raising a \$10M Series A from DFJ
- *Compensation*: Doubled productivity across the distributed organisation by implementing new compensation structures in two departments
- *Culture & Engagement*: Increased average job satisfaction by 25% in six months by gathering feedback and developing programmes to address concerns

Education

University of North Texas, Denton TX USA—Bachelor of Arts in Journalism, 2007